I am a phone subscriber and advocate in favor of choice becoming another licensed carrier. the service of vitelco is abominable and the owner has previously bragged to me that he uses his position to listen in on phone conversations and bragged to me he had listened in on the governor's conversations on the phone. vitelco does not supply new phones, takes months to repair phones out of order and has been found to have collected surcharges which it held and failed to pay to the government in a timely manner.